

I HAVE BEEN A CINGULAR WIRELESS CUSTOMER FOR OVER 2 YEARS. RECENTLY MY CELLULAR PHONE HAS BEEN CONSTANTLY DROPPING CALLS AND WILL NOT RECIEVE VARIOUS INCOMING CALLS. MY OUTGOING CALLS ARE MINIMIZED TO A MINUTE OR LESS. I NOTIFIED CINGULAR AT ONE OF THEIR VARIOUS LOCATIONS AND CALLED THEIR CUSTOMER SERVICE (1-866-CINGULAR). THEY ADVISED ME THAT THEY HAD CHANGED THEIR SATELLITE TECHNOLOGY. THE PHONE I AM CURRENTLY USING WAS PURCHASED LESS THAN A YEAR AGO USES THEIR PREVIOUS TECHNOLOGY (2003)AND DOES NOT COMPLY WITH THEIR NEW SATELLITES (2004). THEY INFORMED ME THAT IF I WANTED TO RECIEVE BETTER RECEPTION (AND ACTUALLY USE THE PHONE I AM PAYING FOR) I MUST PURCHASE A NEW CELLULAR PHONE AT FULL PRICE OR RENEW A 2 YEAR CONTRACT AT A REDUCED PRICE. THIS IS UNACCEPTABLE AND COMPLELTLY UNCALLED FOR. IF A CUSTOMER IS CURRENTLY USING A CELL PHONE THEY SHOULD NOT BE FORCED INTO PURCHASING ADDITIONAL SERVICE AGREEMENTS AND TECHNOLOGY. I THINK THIS ISSUE SHOULD BE INVESTIGATED IMMEDIATELY AND PLEASE CONTACT ME WITH MY FINDINGS.